

Production Book V

ABC-C Production Numbers

(as of Apr 30, 2002)

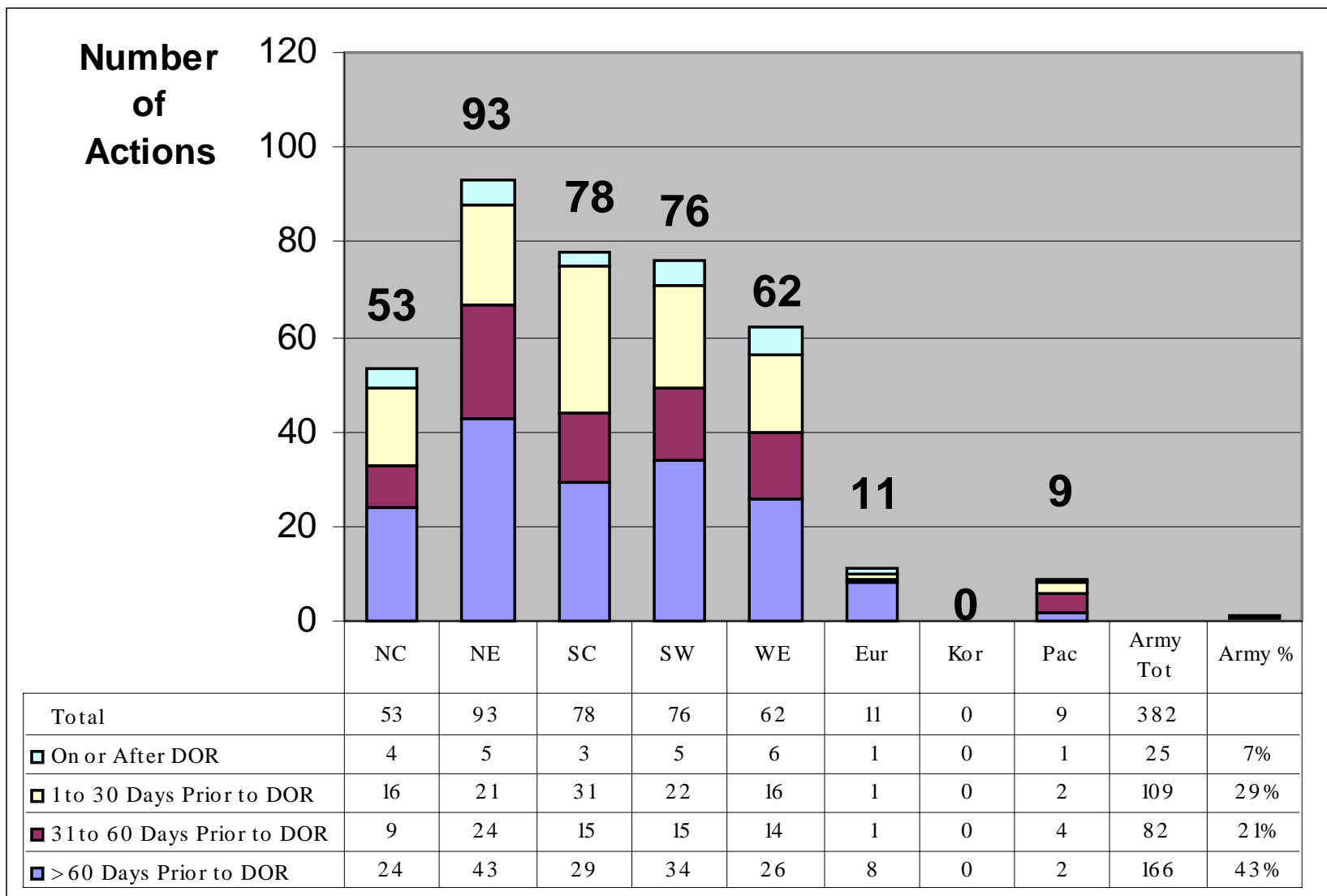
Productivity Enhancement Division

ABC-C Retirement (Vol/Invol) Actions Received, Completed and Open for Apr 2002

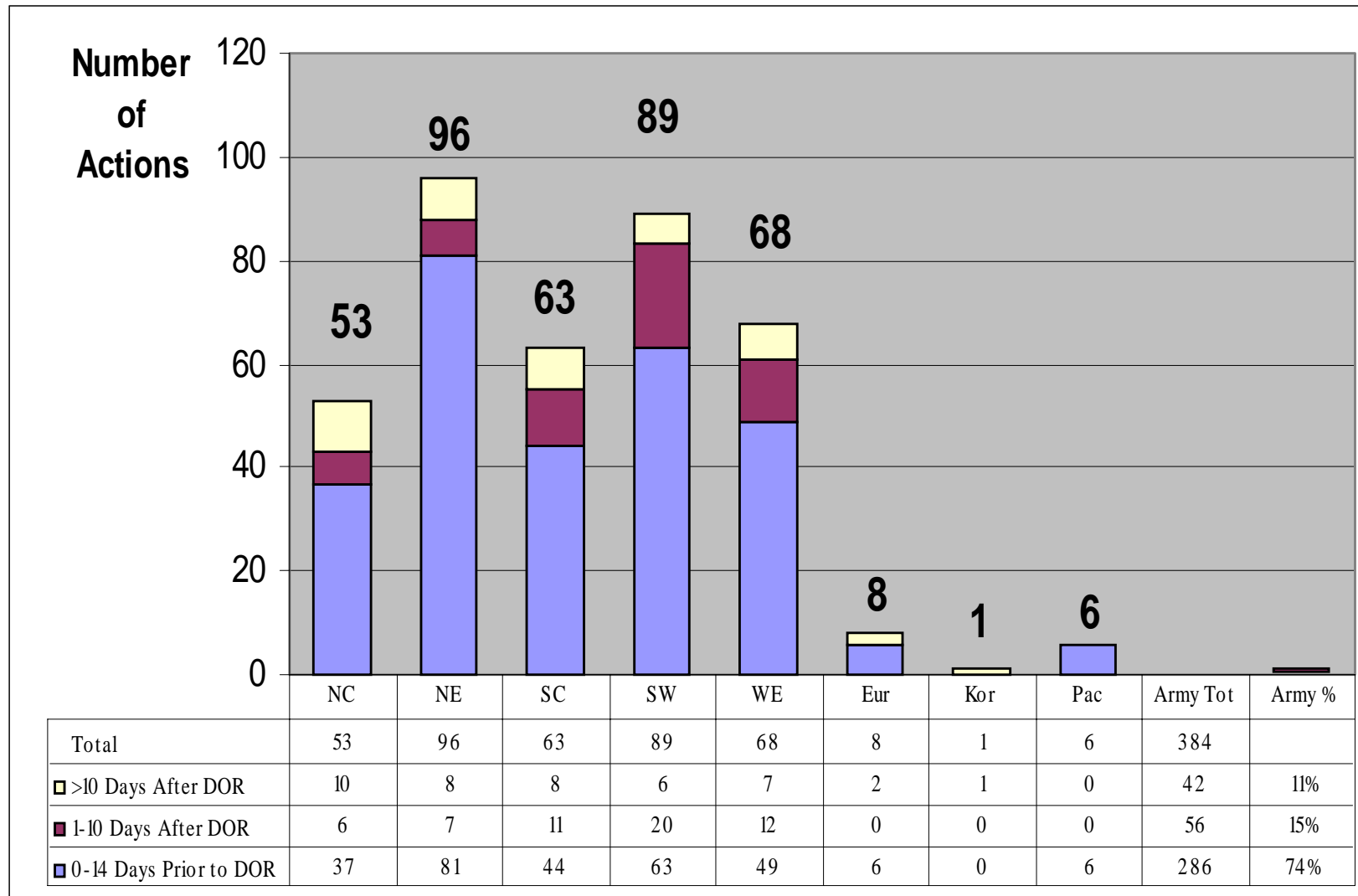
(as of Mar 31, 2002)		(as of Apr 30, 2002)				
CPOC	Open	*Additional			Total	
		Rec'd	Completed	Workload	Completed	Open
NC	111	54	49	4	53	112
NE	145	94	75	18	93	146
SC	94	77	73	5	78	93
SW	92	70	71	5	76	86
WEST	105	112	60	2	62	155
CONUS	547	407	328	34	362	592
EUR	16	15	11	0	11	20
KOR	4	4	0	0	0	8
PAC	18	12	8	1	9	21
OCONUS	38	31	19	1	20	49
TOTAL ARMY	585	438	347	35	382	641

Note: * 1) Actions completed/closed due to Ineligibility, Withdrawn, or Change of DOR.
2) CPOC Project 75 changes

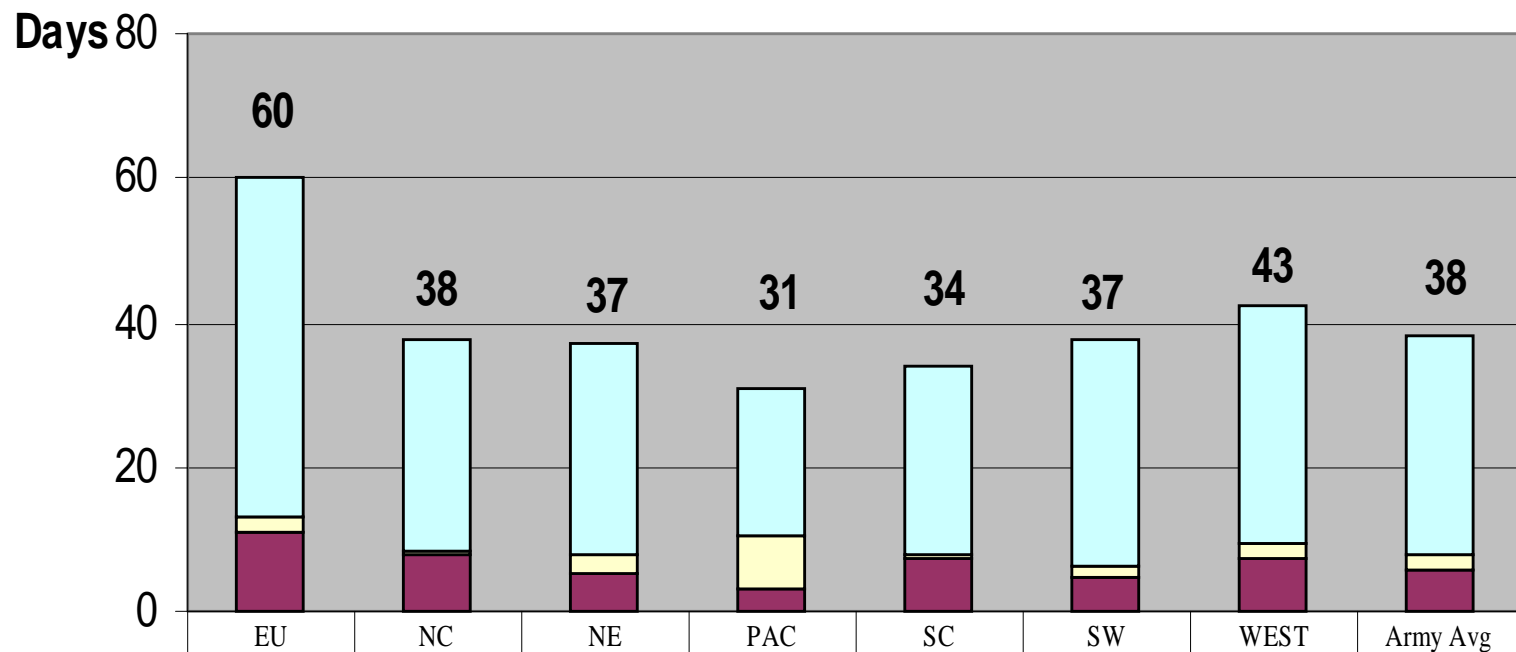
Retirement (Vol/Invol) Actions Completed in Apr (Employee Submission Breakout)



Retirement (Vol/Invol) Actions Sent to DFAS in Apr (ABC-C Submission Breakout)



Retirement (Vol/Invol) Process Time for Apr (Initial Date to Completion Date)

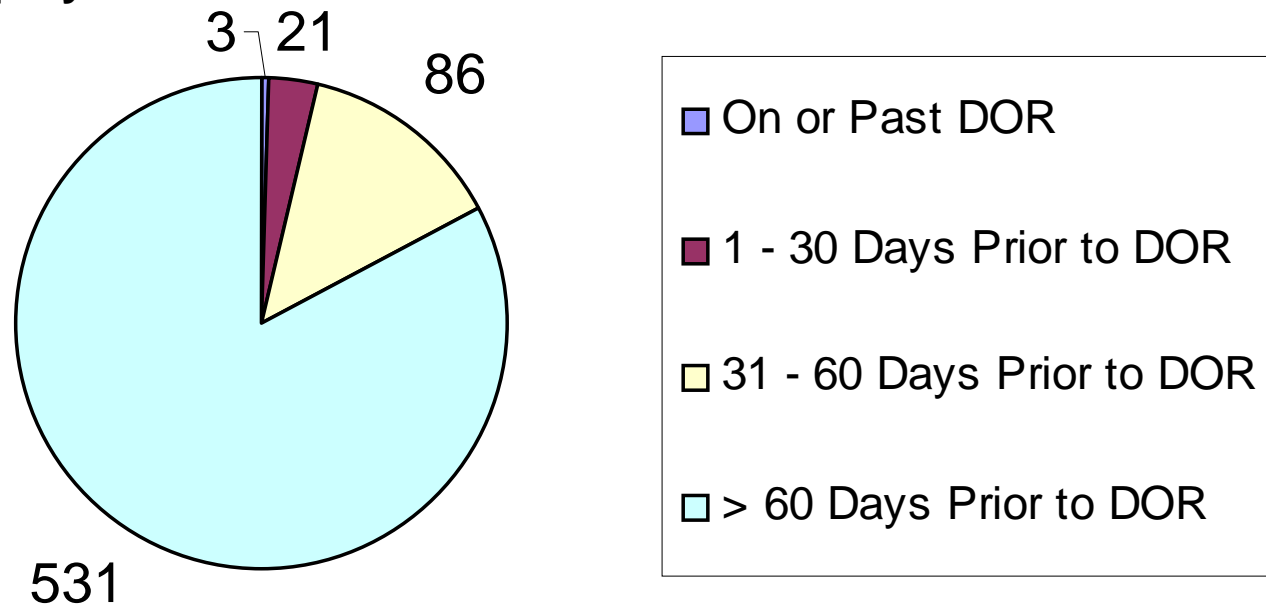


	EU	NC	NE	PAC	SC	SW	WEST	Army Avg
Total Actions	11	53	93	9	78	76	62	382
Avg Total Days	60	38	37	31	34	37	43	38
█ Avg ABC-C Time	47	29	29	20	26	31	33	30
█ Avg Employee Time	2	1	3	8	1	1	2	2
█ Avg CPOC Time	11	8	5	3	7	5	8	6

113 out of 382 Vol/Invol Retirements Actions were received to ABC-C incomplete

Open Retirement (Vol/Invol) Actions for Apr (Employee Submission Breakout)

Employee Submission into ABC-C Prior or After DOR



641 Total Open Actions as of 4/30/2002

Retirement (Vol/Invol) Actions Received in Apr (Employee Submission Breakout by Installation)

CPOC	Installation	Total	>60 Days	31 to 60 Days	1 to 30 Days	On or After DOR	Tot not met	% not met
WEST	COE KANSAS CITY	3	2		1		1	33%
WEST	COE OMAHA	2		1		1	1	50%
WEST	COE PORTLAND	3	2	1			0	0%
WEST	COE SACRAMENTO	6	3	3			0	0%
WEST	COE SEATTLE	4	4				0	0%
WEST	COE WALLA WALLA	3	1	1	1		1	33%
WEST	CORPUS CHRISTI	8	3		4	1	5	63%
WEST	DEF LANG PRESIDIO MONTEREY	3	2		1		1	33%
WEST	FT HUACHUCA	13	9	3	1		1	8%
WEST	FT BLISS	34	32	1	1		1	3%
WEST	FT HOOD	10	5	4	1		1	10%
WEST	FT LEWIS	11	6	1	3	1	4	36%
WEST	SIERRA	3	2	1			0	0%
WEST	TOOELE	4	3			1	1	25%
WEST	WHITE SANDS	4	2	1	1		1	25%
WEST	YUMA	1		1			0	0%
SW	COE BUFFALO	1		1			0	0%
SW	COE DETROIT	1		1			0	0%
SW	COE FT WORTH	4	1	1	1	1	2	50%
SW	COE HUNTINGTON	5	4		1		1	20%
SW	COE LOUISVILLE/CHICAGO/CINC	3	2	1			0	0%
SW	COE MEMPHIS	9		1	6	2	8	89%
SW	COE NASHVILLE	2	2				0	0%
SW	COE NEW ORLEANS	1	1				0	0%
SW	COE PITTSBURGH	2		1		1	1	50%
SW	COE ST LOUIS	1		1			0	0%
SW	COE ST PAUL	1	1				0	0%
SW	COE VICKSBURG	6		6			0	0%
SW	FT CAMPBELL	1			1		1	100%
SW	FT CARSON	7	3	3	1		1	14%
SW	FT LEAVENWORTH	1	1				0	0%
SW	FT LEONARD WOOD	14	4	2	8		8	57%
SW	FT RILEY	5	2	2	1		1	20%

Retirement (Vol/Invol) Actions Received in Apr (Employee Submission Breakout by Installation) Con't

CPOC	Installation	Total	>60 Days	31 to 60 Days	1 to 30 Days	On or After DOR	Tot not met	% not met
SW	FT SILL	2	1	1			0	0%
SW	LEXINGTON	1		1			0	0%
SW	MCALESTER	2	2				0	0%
SW	PINE BLUFF	1	1				0	0%
SC	ANNISTON	2		1	1		1	50%
SC	COE JACKSONVILLE	1		1			0	0%
SC	COE MOBILE	2	1	1			0	0%
SC	COE SAVANNAH	1			1		1	100%
SC	COE WILMINGTON	1			1		1	100%
SC	FT BENNING	2	2				0	0%
SC	FT BRAGG	6	3	2	1		1	17%
SC	FT EUSTIS	10	2	3	5		5	50%
SC	FT GORDON	8	3	4	1		1	13%
SC	FT JACKSON	2	2				0	0%
SC	FT LEE	14	1	1	12		12	86%
SC	FT MCPHERSON	4	1	2	1		1	25%
SC	FT MONROE	1	1				0	0%
SC	FT POLK	1	1				0	0%
SC	FT RUCKER	2	2				0	0%
SC	FT STEWART	2	1	1			0	0%
SC	MICOM/REDSTONE	18	9	2	7		7	39%
PAC	CAMP ZAMA	1	1				0	0%
PAC	FT RICHARDSON	6	3	2	1		1	17%
PAC	FT SHAFTER	5	1	2	1	1	2	40%
NE	ABERDEEN PG	11	7	3	1		1	9%
NE	ARL HARRY DIAMOND	2	1		1		1	50%
NE	CARLISLE BARRACKS	3				3	3	100%
NE	COE BALTIMORE	2	2				0	0%
NE	COE NEW ENGLAND DISTRICT	2	1	1			0	0%
NE	COE PHILADELPHIA	1		1			0	0%
NE	FT DETRICK	2	2				0	0%
NE	FT DIX	4	2	2			0	0%
NE	FT DRUM	2	1			1	1	50%
NE	FT MONMOUTH	12	6	5	1		1	8%

Retirement (Vol/Invol) Actions Received in Apr (Employee Submission Breakout by Installation) Con't

CPOC	Installation	Total	>60 Days	31 to 60 Days	1 to 30 Days	On or After DOR	Tot not met	% not met
NE	HQ AMC/ARO	3	1	1		1	1	33%
NE	LETTERKENNY	2		1	1		1	50%
NE	NATICK	2	2				0	0%
NE	OSA/FOR SCI&FLD SPT	27	13	6	7	1	8	30%
NE	PICATINNY	9	4	2	3		3	33%
NE	TOBYHANNA/SENECA	7	3	3	1		1	14%
NE	WATERVLIET	1	1				0	0%
NE	WEST POINT	2			2		2	100%
NC	ARPERCEN	1				1	1	100%
NC	COE WASHINGTON	7	4	2	1		1	14%
NC	COE WINCHESTER	1	1				0	0%
NC	FT BELVOIR	4	2	1	1		1	25%
NC	FT BUCHANAN	1	1				0	0%
NC	FT MCCOY	11	7	3		1	1	9%
NC	FT MEAD	2	1		1		1	50%
NC	FT MYER	2	1	1			0	0%
NC	FT SAM HOUSTON	6	2	2	2		2	33%
NC	ROCK ISLAND	6	2	2	1	1	2	33%
NC	TANK AUTO CMD	5	2		2	1	3	60%
NC	WALTER REED	7	7		1		1	14%
KOR	CAMP HUMPHREYS	1		1			0	0%
KOR	SEOUL	3	1	1	1		1	33%
EU	BENELUX	1		1			0	0%
EU	HANAU	3	2		1		1	33%
EU	HEIDELBERG	1	1				0	0%
EU	KAISERSLAUTERN	2	1			1	1	50%
EU	MENWITH HILL	1	1				0	0%
EU	Saudia Arabia	1	1				0	0%
EU	STUTTGART	1	1				0	0%
EU	VICENZA	2	1	1			0	0%
EU	WUERZBURG	2	2				0	0%
	Total	436	222	102	93	20	113	26%

Other Workload

Received, Completed and Open for Apr 2002

Type of Action	(as of Mar 31, 2002)		(as of Apr 30, 2002)		
	Open				
			Rec'd	Completed	Open
Disability Retirements	42		82	76	48
Estimates	263		476	429	310
Deaths	85		49	38	96

* Complete Actions:

For Disability Retirements used Preliminary Completed Date

For Estimates used Final Completed Date

For Deaths used Date sent to DFAS

Phone Call Summary (IVRS)

Apr 2002

	Total Calls	Calls Answered	% Answered	Avg Time to Answer	Calls Abandoned	% Abandoned	Avg Time to Abandon
Total	18,096	16,893	93%	33 Sec	1203	7%	44 Sec
CPAC/CPOC	1122	1059	94%	1 Min 19 Sec	63	6%	1 Min 42 Sec
Counselor Assisted	3880	3871	100%	1 Min 12 Sec	9	0%	2 Min 12 Sec
Military TSP	226	210	93%	1 Min 08 Sec	16	7%	1 Min 04 Sec

Counselor Assisted Breakout:	Total Calls	Calls Answered	% Answered	Avg Time to Answer	Calls Abandoned	% Abandoned	Avg Time to Abandon
Retirement	2106	2102	100%	1 Min 11 Sec	4	0%	2 Min 32 Sec
TSP	329	326	99%	1 Min 02 Sec	3	1%	1 Min 26 Sec
FEHB	1074	1072	100%	1 Min 14 Sec	2	0%	2 Min 42 Sec
FEGLI	250	250	100%	1 Min 14 Sec	0	0%	0 Sec
Others	121	121	100%	1 Min 19 Sec	0	0%	0 Sec
Total	3880	3871	100%	1 Min 12 Sec	9	0%	2 Min 12 Sec

ABC-C Monthly Web Stats

Month	FEGLI Contacts	FEGLI Transactions	FEHB Contacts	FEHB Transactions	TSP Contacts	TSP Transactions
Apr-02	5581	911	7128	2540	5932	1132
Mar-02	5,406	961	6,776	2,100	5,241	852
Feb-02	5,372	849	7,842	2,311	7,582	997
Jan-02	9,597	1,081	18,025	3,745	60,389	27,365
Dec-01	7,983	973	46,366	40,808	35,418	18,091
Nov-01	9,471	1,104	46,699	35,369	47,153	24,385
Oct-01	5,773	766	9,125	2,483	5,757	919
Jul-01	2,254	841	3,347	2,696	13,409	4,941
Jun-01	38,672	651	48,366	2,094	124,517	12,226
May-01	8,604	514	10,530	1,255	10,809	1,582
Apr-01	5,253	444	6,796	1,365	9,097	103
Mar-01	5,364	542	7,401	1,621	7,436	114